

UPWARD MOBILITY PROGRAM

Annotated Guide

Target Title: **Switchboard Operator I**

Position Title Code: 44411

Salary Grade: RC-014-04

Credential or Certificate: Certificate

These jobs are located at Mental Health facilities, Corrections facilities, Department of Children and Family Services residential facilities, and large district offices, such as the Department of Transportation. There is limited advancement. The job requires the operation of a PBX console system. In some offices, the operator will do some typing and filing, but primarily the job consists of taking messages and transferring phone calls. The position requires patience, courtesy, tactfulness under sometimes stressful situations. A person in this title may be promoted to other positions in the office classifications.

1/93 Content Revisions

6/08 Salary Revised